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DEPARTMENT OF PUBLIC SAFETY Division of Enforcement

- SD Highway Patrol
- Office of Accident Records
- Office of Highway Safety
- State Radio Communications

February 17, 2006

Commissioner Otto Doll
Bureau of Information and Telecommunications
Kneip Building
700 Governors Drive
Pierre, SD 57501-2291

Dear Commissioner Doll:

As I'm sure you are aware, Pierre State Radio Communications moved into the new criminal justice center last week. I want to extend my appreciation for some of your folks that really extended themselves to make this move work the best as possible. To me, looking from an uneducated technology point of view, this was a move of major consequence. I can only imagine what went on behind the scenes.

BIT/SRC techs Bob VanWinsen and Royal Boswell were absolutely phenomenal. The amount of time and effort they put into running down the most minute detail was not only encouraging to see, but helped give all of us the confidence to know that this move was being done right. There were numerous temporary "glitches" that they tracked down. I never saw or heard, "well, that's good enough."

Pitching in with them was Bonnie Bauder. When it came to the computer installs, software installs, and the countless hours of making sure things would work, Bonnie was there throughout it all.

Ellen Ludemann assisted with SRC's implementation and programming of the phone system. This was a new system (ISDN) to our folks, and she was kind enough to not make sure all of our needs were met; she went that extra mile and came to the radio room at each shift change to make sure the operators understood how to work the new phone system.

What makes much of this extraordinary is that a great deal of this work was done very late at night, and into the early hours of the morning. This was more than an eight to five timeline. Their willingness and dedication to see this to completion, regardless of the time of day was very impressive.

Too many people find it easy to complain and find fault with government, they obviously haven't worked with the people I have mentioned. They are a credit to your agency and to the State. Please thank them on my behalf, and that of the Patrol for a job well done.

Sincerely,

Major JC Carpenter
Assistant Superintendent

JC:kc